



Service plan offers financial protection from power surges

Computers, refrigerators, TVs, washing machines, phones and heat pumps are only a few of the electronics and appliances that can be damaged by electrical surges, such as those caused by lightning strikes.

First Electric members can enroll in Surge HELP® for financial protection from surge damage for their homes' electronics and appliances. The Surge HELP® (Home Electronics Loss Protection) plan is offered to members through Dominion Products and Services Inc.

Making a claim is hassle-free. The toll-free claims number may be called 24 hours a day, seven days a week. The plan also covers up to \$125 in diagnostic/service fees for a valid claim.

Other Surge HELP® benefits include:

- Protection for electronics and appliances starts for as little as \$3.95 a month. (See plan coverage levels at right.)
- The homeowner is reimbursed up to the program limit if damaged equipment can't be repaired.
- No hidden fees.
- No equipment or installation required.

To enroll in Surge HELP® or get more information, please call 877-727-2938 or visit DominionEnergy.com/FECC.



Plan Coverage Levels

- | | |
|-----------------|----------------------------------|
| • \$3.95/month | up to \$1,000/year in protection |
| • \$5.95/month | up to \$2,000/year in protection |
| • \$7.95/month | up to \$3,000/year in protection |
| • \$9.95/month | up to \$4,000/year in protection |
| • \$11.95/month | up to \$5,000/year in protection |

Please note: Payments are billed by Dominion Products and Services Inc. on an annual basis.

Security lighting provides extra safety, convenience

Automatic security lighting provides additional safety and convenience for homes, farms or businesses.

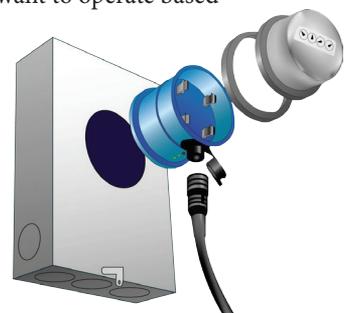
- The lights are affordable. A 100-watt high-pressure sodium light costs \$7.09 per month plus taxes and applicable adjustments. A one-time connection fee of \$25 applies. An additional charge will apply if another pole is required.
- The monthly rental charge includes all electricity needed to operate the light, and co-op personnel replace bulbs and maintain the light at no additional cost.
- The automatic eye tells the light to come on at dusk and to go off at dawn.

To have a security light installed, call 800-489-7405.

Co-op sells, installs GenerLink

Members wanting a safe, easy way to connect a generator during power outages can purchase a GenerLink™ from First Electric. The device is installed on your electric meter by a marketing representative. Once installed, you simply connect the generator to the GenerLink™ with the included cord. Then, use your household main circuit panel to select the circuits and appliances you want to operate based on the generator's capacity.

For pricing, sizing and compatibility, call 800-489-7405 or look under the "Products & Services" tab at www.firstelectric.coop. Qualifying members can pay \$200 down and have the remaining balance included on their electric bill for the next 12 months.



ENERGY AUDITS

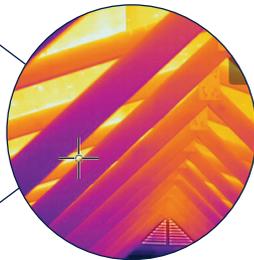
Improving your home's energy efficiency can save you money on energy costs and make your home more comfortable. An energy audit gives you a break down of beneficial improvements. Here's how they work:

Diagnostic Energy Audit



Trained and certified First Electric marketing representatives use a blower door test to measure the tightness of your home. Results could indicate openings in the home's envelope or ductwork.

If indoor and outdoor temperatures are far enough apart, a marketing rep can use an infrared camera to detect thermal deficiencies. The images can point to missing or inadequate insulation.



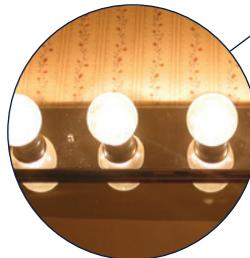
If the blower door test shows moderate to severe leakage, marketing reps can test the duct system specifically using special equipment. With these results, you can know if professional duct-sealing could be needed.

Walk-through Energy Audit



Marketing reps inspect the inside, outside, crawl space and attic of your home. They look for missing or inadequate insulation, caulking around windows and weatherstripping around doors.

They check the age and condition of the heating and cooling system. Also, ductwork is visually inspected for any damage that could allow conditioned air to escape.



Lighting and appliances are other areas they review. They can help you decide whether it is cost effective to upgrade to a more energy efficient product.

Schedule an energy audit by calling 800-489-7405, visiting a co-op office or emailing helpdesk@fecc.coop.

Member Basics: Joint vs. Single Membership

People who are served by First Electric Cooperative can have a joint or single membership.

A single membership lists one name on the account and bill. Only that person will be able to inquire about specific account information or make changes to his or her service. In addition, only the person listed may vote in the cooperative's annual election, and any capital credit refunds will be issued in only that person's name.

A joint membership has two names listed on the account and bill. This is most often a spouse. Both people may inquire about

account information or makes changes to the service. Although only one vote is allowed per membership, either may cast the vote. Both are entitled to receive any capital credit refunds issued to the account.

Members who would like to add or remove a person from their account may call 800-489-7405 during regular business hours. A member service representative will be able to explain what form and document(s) are needed to make the change. Documents might include a valid photo ID, divorce decree or death certificate. 🌱